



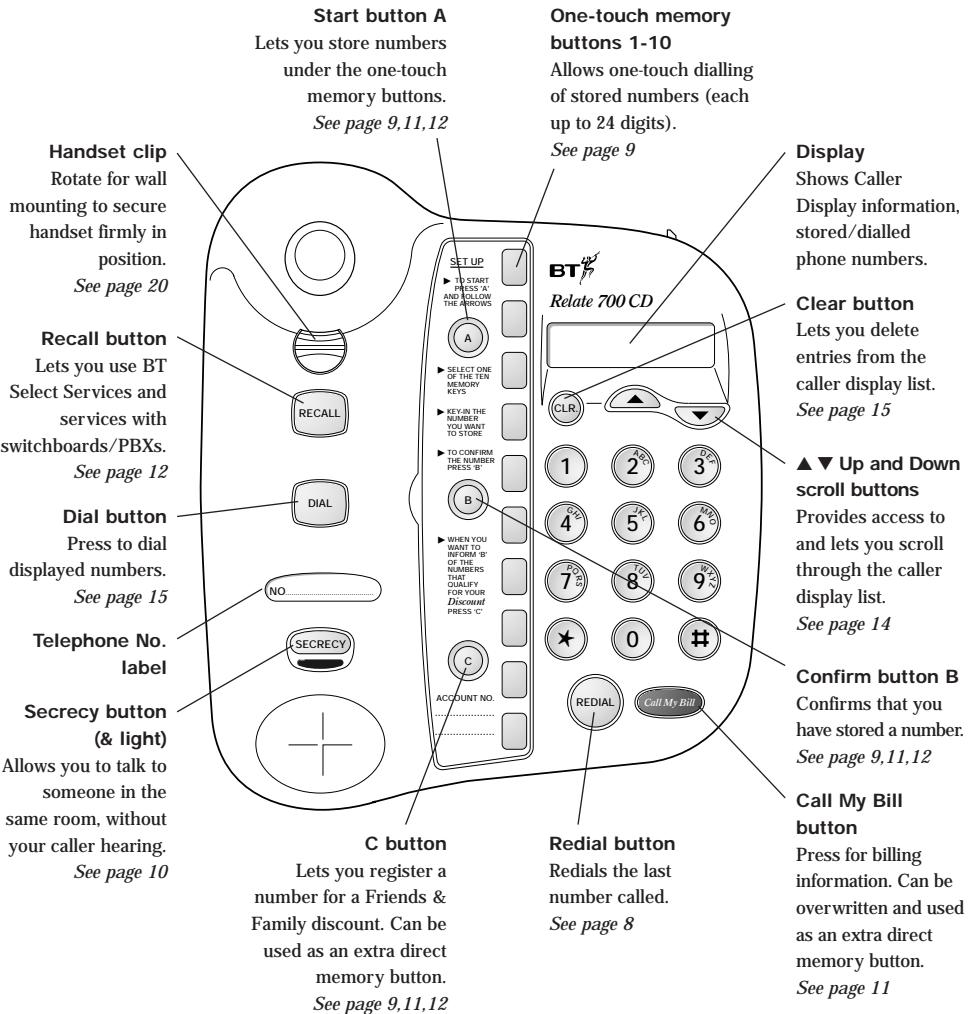
# *Relate 700*

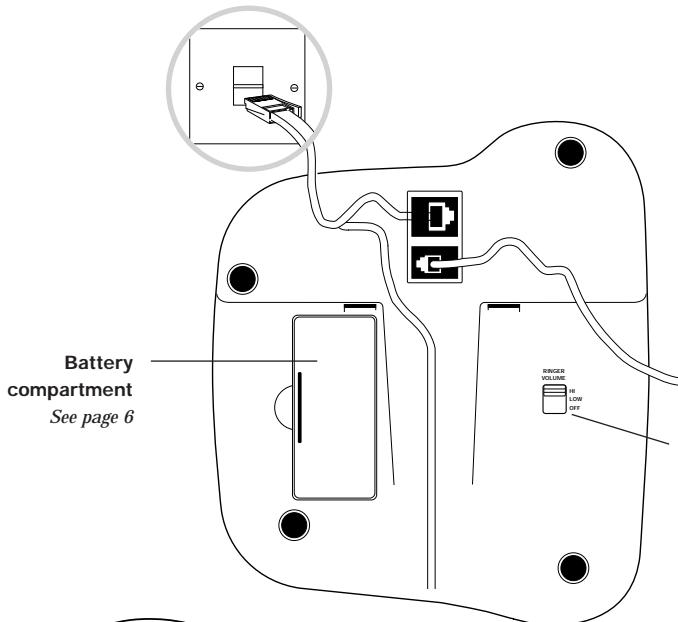
## *Caller Display Telephone*

### *User guide*

*Please open this page for an 'At a glance' guide to your Relate 700 Caller Display.*

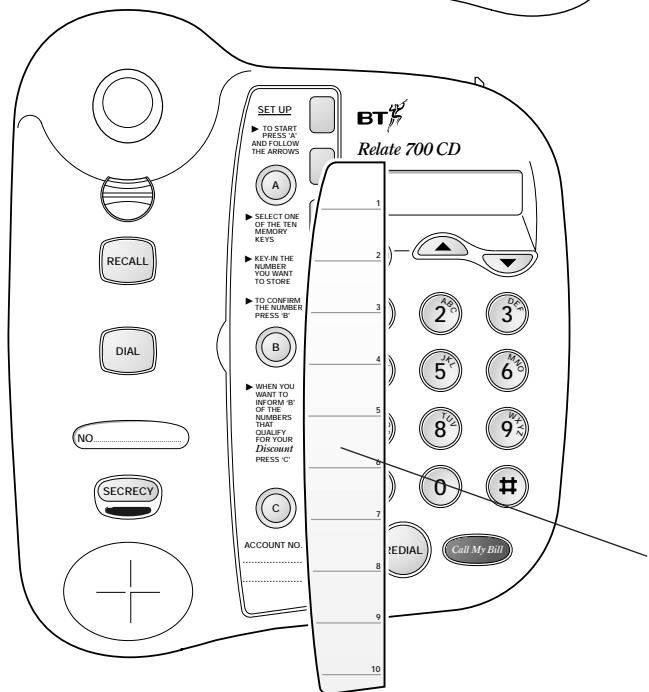
# At a glance





**Battery compartment**  
See page 6

**Ringer volume switch**  
Lets you adjust the ringer between High, Low and Off.  
See page 7



ACCOUNT NO.

**Memory label**  
Lets you keep a reference of numbers stored in the memory.  
See page 10

# *In this guide*

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## **Hints and tips boxes**

*In this user guide, we've included helpful tips and useful notes. They are shown in a grey box.*

# *Introduction*

*In order for your  
Relate 700 Caller Display to receive and display messages,  
you must subscribe to the BT Caller Display Service.  
For more information call BT on Freefone 0800 800 150*

Your Relate 700 Caller Display has been designed for ease of use and made to the very high standards set by BT.

We thank you for making the right choice and expect that you will have many years of quality service.

Please read the instructions carefully before use and keep this user guide for future reference.

*For your records*

**Date of purchase:**

**Place of purchase:**

**Serial number:**  
*(on the underside of the machine)*

**Purchase price:**

*For warranty purposes, proof of purchase is required, so please keep your receipt.*

## **Emergency calls**

*The emergency services can be contacted in the UK by dialling 999. You may also dial 112, which is valid in any country that is a member of the European Community.*

*If your Relate 700 Caller Display is connected to a PBX (switchboard), you may have to dial an access number before 999 to contact the emergency services.*

*Some switchboards cannot dial out during a power failure.*

## **Customer Helpline**

*Should you have problems with your machine, call the Relate 700 Caller Display Helpline on LoCall*

# *Setting up*

*Follow these steps to get your  
Relate 700 Caller Display ready for use*

**Check that your Relate 700 Caller Display is complete. When you unpack, you should have:**

- Relate 700 Caller Display telephone with telephone line cord attached.
- Bracket for wall mounting
- 2 screws and wallplugs

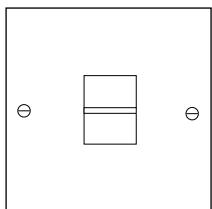
## *1 Plan where to situate your Relate 700 Caller Display*

Situate your Relate 700 Caller Display close enough to a telephone socket so that telephone line cord will reach.

Do not stand it on carpets or other similar surfaces that generate fibres.

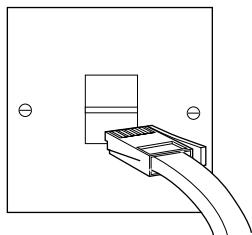
Your Relate 700 Caller Display can be wall-mounted. For more details on how to wall-mount your Relate 700, see ‘*Wall-mounting*’ on page 20.

## *2 Check your telephone wall socket*



If you do not have a modern phone socket, call BT on **Freephone 0800 800 150** and ask for an engineer to come and fit the correct socket. This is a chargeable service.

## *3 Plug your Relate 700 Caller Display into the BT socket*

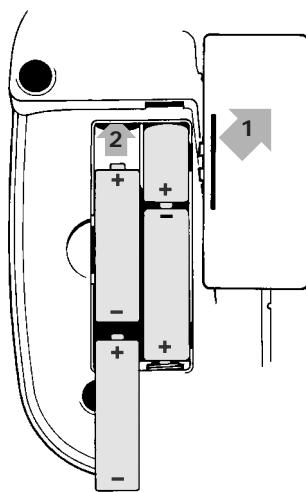


## *4 Insert batteries*

*It is important to maintain the batteries in your Relate 700 Caller Display. Without battery power, display features will only work when you lift the handset. You can use the telephone to make and receive calls at all times.*

### **To fit batteries**

Your Relate 700 Caller Display takes 4 x AA batteries (not supplied).



- 1** Turn the phone over and remove the battery cover.
- 2** Slide each battery into the compartment, as shown above. Take care to insert each battery the right way round.
- 3** Replace the battery cover.

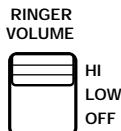
## Battery low indication

When the batteries need replacing, the display shows the battery low icon



If you do not install batteries, the display will show the battery low icon while the handset is off-hook.

## 5 Set the ringer volume



The ringer volume switch is located on the underside of your Relate 700 Caller Display. There are three settings:

### HIGH

A loud ring; your Relate 700 Caller Display is preset to this position.

### LOW

A quiet ring.

### OFF

No ring - if you don't want to be disturbed.

## 6 Time and date

This is set when you receive your first call, after you have registered as a Caller Display customer.



*Your Relate 700 Caller Display is now ready for use.*

# *Using your Relate 700*

## *Making and receiving calls*

### **To make a call**



- 1 Lift the handset. Display shows *ON LINE*.
- 2 Dial the number you require.

To end the call, replace the handset.

### **To receive a call**

- When the phone rings lift the handset to answer the call.

### **To redial the last number**

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the **REDIAL** button.  
The last number dialled is shown on the display and is redialed automatically.

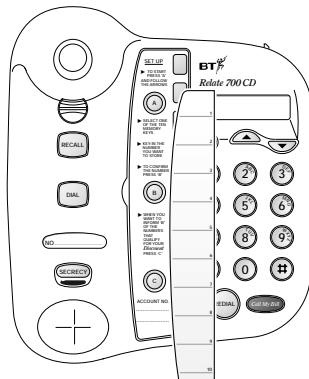
## *Using the memory to store and dial numbers*

### **To store names and numbers**

You can store up to ten names and numbers (each up to 24 digits long) under the one-touch memory buttons. At the same time you can register them as Friends & Family numbers for extra savings.

*Instructions are also shown underneath the memory label.*

- 1 Remove the memory label.
- 2 Lift the handset. Display shows *ON LINE*. The first arrow light comes on.





- 3 Press the **A** button. You hear one beep. Display shows *MEMORY KEY?*. The second arrow light comes on.



- 4 Press the **ONE-TOUCH MEMORY** button under which you want to store the number. You hear one beep. Display shows either *ENTER NUMBER* or the previously stored number. The third arrow light comes on.
- 5 Enter the number you want to store. Display shows the number. The fourth arrow light comes on.



- 6 Press the **B** button. You hear a beep. Display shows either *ENTER NAME* or the previously stored name.
- 7 Enter the name associated with the stored number (up to 12 characters).

Use the keypad to type in letters by pressing the number button which contains the letter you want.

Press the button until the letter is shown. For example, to show 'JOHN'.

- Press the **5** button until the display shows *J*
- Press the **6** button until *O* is shown.
- Press the **4** button until *H* is shown.
- Press the **6** button until *N* is shown.

*If the letter you need is displayed on the same button as the previous letter use the # button to move to the next character space and enter the letter as normal.*

*To enter a + sign, press the **1** button.*

*If you wish to move backward press the **\*** button.*



- 8 Press the **B** button. You hear two beeps. Display shows *STORED* for 3 seconds, then shows press **A** or **C**. The first and fifth arrow lights alternate.
- 9 Within 10 seconds: Press the **A** button to store another number,

*Or*

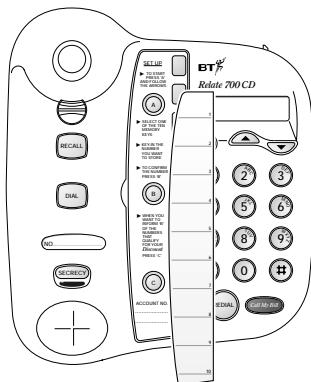


Press the **C** button to dial **Frefone 0800 673422** and register the number for a Friends and Family discount.

Have your account number ready for reference. This is shown on the top right hand corner of your phone bill.

If you do not press either button within 10 seconds, the display returns to *ON LINE*.

*Use the memory label to keep a record of the names/numbers you have stored on the memory.*



*If you press a wrong button at any time during a sequence of instructions, you hear three beeps.*

**To dial using the one-touch memory buttons**

- 1 Lift the handset. Display shows *ON LINE*.



- 2 Press the MEMORY button you want. The number is dialled automatically. Display shows name, if stored.

**To change numbers stored in the memory**

Repeat the sequence for storing numbers. A new number will overwrite the existing number.

## *Using the secrecy button*

You can talk to someone else in the room, without your caller hearing your conversation.

**To use the secrecy button**



- 1 During a call, press the SECRECY button. The SECRECY light comes on. Your caller cannot hear you.

- 2 Press the SECRECY button again to resume your phone conversation. The SECRECY light goes off.

## Call My Bill

Call My Bill gives you the cost of calls recorded on your telephone number since your last bill. You can get an instant bill total including all charges up to the last working day.

*Before phoning the Call My Bill service, you need your BT customer number. This is in the top right hand corner of your bill.*

### To use the Call My Bill feature

- 1 Lift the handset.



- 2 Press the CALL MY BILL button. **0800 854 608** is dialled. Follow the announcement instructions.

### To use the Call My Bill and C buttons as extra one-touch memory buttons

This will give you a total of 12 one-touch memory locations. You can restore the buttons to their original functions at any time.

- 1 Lift the handset and remove the memory label.



- 2 Press the A button. You hear a single beep.



- 3 Press the CALL MY BILL button - or the C button.

- 4 Enter the phone number you want to store (up to 16 digits). Display shows the number.



- 5 Press the B button to confirm. You hear two beeps. The display shows **STORED** for 3 seconds.

- 6 Replace the memory label and handset.

**To restore the Call My Bill and C buttons to their original functions**

- 1 Lift the handset and remove the memory label.



- 2 Press the A button. You hear a single beep.



- 3 Press the CALL MY BILL button - or the C button - twice.



- 4 Press the B button to confirm the change back to the original settings. You hear two beeps.

- 5 Replace the memory label and handset.

## *Recall button*



This button signals a time break recall. If you are connected to a PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall button is also used for BT Select Services.

## *Connecting to a switchboard/PBX*

Your Relate 700 Caller Display is compatible with switchboard/PBX's using Timed Break Recall. For further help and advice with this, contact BT on **Freefone 0800 800 154**.

# *Using Caller Display*

*In order for your Relate 700 Caller Display to receive and display messages, you must subscribe to the BT Caller Display Service. For more information, call BT on Freefone 0800 800 150.*

Your Relate 700 Caller Display telephone receives and displays caller information transmitted over the BT network. In most cases, this information includes the caller's phone number, date and the time the call was received.

As your Relate 700 Caller Display receives calls, it automatically stores the caller's phone numbers in a 'calls list', and numbers them in the order they were received.

Once the calls list is full (after 30 calls), new calls replace the oldest ones.

## *Incoming calls*

When a call is received, incoming information will be displayed on screen for 20 seconds. If the call also contains a text message, the display will show the caller's number with the message alternately every 5 seconds.

If an incoming call is from one of the numbers stored in the one-touch memories, your Relate 700 Caller Display will also give a distinctive ring.

A caller's name is displayed if that person's name and number is stored in your Relate 700 Caller Display's one-touch memories.

## Calls indicator



The display shows the number of new calls at the right hand end of the display. These are all the calls received since the calls list was last viewed.



Old calls are indicated by the time and date of the call.

*Some callers may request that their number should be withheld. If this is the case the display will show WITHHELD. The display will also show WITHHELD if the incoming call is made through a private switchboard. If the caller's exchange or network does not offer a Caller Display service, then the display will show UNAVAILABLE.*

If no calls have been received



The display shows NO CALLS if no new calls have been received since the last time you viewed the calls list.

## The Calls List

As your Relate 700 Caller Display receives calls, it automatically stores the caller's phone numbers in a 'calls list', and numbers them in the order they were received.

To read the calls list



1 Press the DOWN button. The most recent call is displayed.

You can now scroll through the calls list.

2 Each time you press the DOWN button, the next received call is displayed.

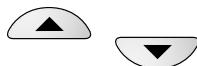
3 After the last received call has been displayed, the display shows END OF LIST.



4 Press the DOWN button again and the display returns to the start of the list. If you wish, you can repeat the steps above.

**To dial a number on the calls list**

- 1 Lift the handset.



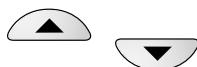
- 2 Press the UP or DOWN button until the name or number you want to call is displayed.



- 3 Press the DIAL button. The number is dialled automatically.

**To delete an entry in the calls list**

- 1 Lift the handset.



- 2 Press the UP or DOWN button until the number you want to call is displayed.

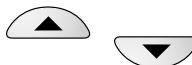


- 3 Press the CLEAR button twice. The current entry is deleted.

**To empty the calls list**

You can erase all the information stored in the calls list.

- 1 Lift the handset.



- 2 Press the UP or DOWN button to enter the calls list.



- 3 Press the CLEAR button for about 6 seconds until the display shows *LIST EMPTIED*.

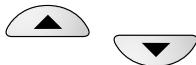
All information in the calls list has been deleted.

*Information stored in the calls list cannot be erased during a call.*

**To store a number on the calls list as a one-touch memory**

You can store a number directly under any of your phone's memory buttons.

- 1 Lift the handset. Display shows *ON LINE*. The first arrow light comes on.



- 2** Press the UP or DOWN button until the number you want to call is displayed.



- 3** Press the ONE-TOUCH MEMORY button under which you want to store the number. Any previously stored number is displayed. The third arrow light comes on.



- 4** Press the B button. You hear a beep. Display shows the copied number. The fourth arrow light comes on.  
**5** The display shows *STORED*.  
**6** To add a name, replace the handset and follow the sequence described in '*To store names and numbers*' on page 8.

## Message display

Your phone's display can show text messages received from the Caller Display service. These messages are as follows:

<i>Display</i>	<i>Definition</i>
<i>INT'L</i>	International - the call received was from outside the UK
<i>UNAVAILABLE</i>	The caller's exchange/network does not offer a Caller Display Service.
<i>WITHHELD</i>	The caller has stopped their number from being sent.
<i>OPERATOR</i>	The call has come via the operator.
<i>PAYPHONE</i>	The caller is ringing from a payphone.
<i>RINGBACK</i>	The caller is ringing in response to your ringback request
<i>NO NUMBER</i>	If your Relate 700 Caller Display does not recognise the information contained within the caller display message, it will show <i>NO NUMBER</i> rather than a message which may contain errors. It does not mean that there is a fault with your Relate 700 Caller Display.

# *Help*

*If you have any problems using your Relate 700 Caller Display, look here first for the most likely solutions*

<i>Telephone problems</i>	<i>Possible cause</i>	<i>Solution</i>
Your Relate 700 Caller Display does not receive caller display messages.	In order to receive and display messages, you must subscribe to the BT Caller Display Service.	Call BT on Freephone 0800 800 150 to subscribe or for more information about BT Select Services.
No dialling tone.	Telephone may not be connected to the telephone line.	Check your Relate 700 is correctly plugged into the telephone socket.
	An extension phone may be off the hook.	Check that handsets of any other extension phones are replaced on the receiver.
The phone does not ring.	The ringer volume may be switched to OFF.	Set the ringer volume accordingly.
	You may have overloaded your system by connecting too many phones or devices to the same line.	See ' <i>How many phones can you have?</i> ' on page 19.

## **Need more help?**

*If you still experience problems with your Relate 700 Caller Display call BT on LoCall*

# *Technical information*

## **Choosing a position**

Your Relate 700 Caller Display should be kept free of dust, moisture, high temperature, vibration and should not be exposed to direct sunlight. Do not stand it on carpets or other surfaces which generate fibres, or place it in locations which prevent the free flow of air over its surfaces.

## *Warning*

The apparatus is designed to be operated only in a normal office or domestic environment where the relative humidity does not exceed 60%. It should not be used in bathrooms or near water.

## **Connecting to the UK network**

Relate 700 Caller Display is tested and approved for connection to the UK network, provided it is used in accordance with the guidelines in this booklet.

## **How many phones can you have?**

Although you may have any number of sockets, it is important to limit the number of phones and other items of apparatus connected to the line by those sockets, to make sure that each phone will ring.

Every phone or item of apparatus has a Ringer Equivalence Number (REN). In most cases a standard line should provide enough current for two or more telephones or items of apparatus, if there are no more than 4 RENs.

Your Relate 700 has an REN of 1. Any phone provided by BT has an REN of 1 unless it says otherwise on the base. Even where the number of telephones has been limited, there is no guarantee that the different types of phone on the same line will ring.

If the REN is more than 4, the phone may not ring. With different phone types a phone may still not ring, even when the REN is less than 4.

You must not connect more than 4 Caller Display products to one line.

# Wall-mounting

Your Relate 700 Caller Display can be wall-mounted by using the bracket provided.

You can use the bracket as a template to mark where the screws should go into the wall.

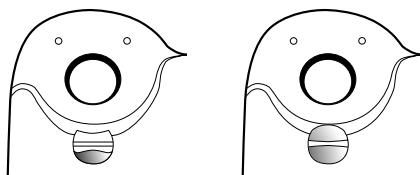
*Before you wall-mount your Relate 700 Caller Display, check that:*

- the wall can support the weight of the phone.
- the position you choose leaves sufficient space so that the phone (which is larger than the bracket) is clear of any obstruction on the wall, such as a shelf or cupboard.

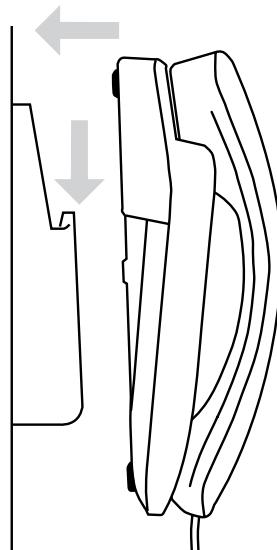
- Drill two holes for the screws and insert the wallplugs provided (if required).
- Drive the screws into the wall, leaving about 4mm free on which to mount the bracket.
- Hook the bracket over the screw heads.
- Make sure that the power supply and the telephone cables are connected to the phone, then fit

the cables into the channels on the underside of the phone.

- Rotate the handset clip 180° so that the handset will remain in position once wall-mounted.



- Clip the phone onto the bracket.



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## *Offices in Europe, North America, Japan and Asia Pacific.*

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CE compliant to 89/336/EEC  
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**APPROVED** for connection to  
telecommunication systems specified  
in the instructions for use subject to  
the conditions set out in them

